

Lochfield Park Housing Association Limited

Guide to Information

LAST REVIEWED: 6th November 2019

At a glance – terms used in this document

| Term Used | Explanation |
|------------------------|---|
| FOISA | Freedom of Information (Scotland) Act 2002 <i>Places a duty on those organisations covered to proactively publish certain types of information; and to respond to requests for information; and to provide advice and assistance to those making requests for information.</i> |
| EIRs | Environmental Information Regulations (Scotland) 2004 <i>Those organisations covered by EIRs have a duty to respond to requests for environmental information</i> |
| SIC | The Scottish Information Commissioner <i>Who is responsible for ensuring that those bodies covered by FOISA and EIRs comply with the terms of the legislation.</i> |
| MPS | Model Publication Scheme <i>Produced by the SIC – this details all of the information that those subject to FOISA should publish (if they hold it)</i> |
| Guide to Information | <i>A guide that all organisations subject to FOISA and adopting the MPS must produce to help people access the information it makes available</i> |
| Classes of Information | <i>Nine broad categories describing the types of information authorities should publish (if they hold it).</i> |

Background

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all housing associations/co-operatives in Scotland must produce and maintain a publication scheme. This must detail all of the key information that we publish and how you can access it. This Guide to Information is our publication scheme, and contains links to where you can find all of the information listed online.

Lochfield Park Housing Association Limited has adopted the Scottish Information Commissioner's (SIC) [Model Publication Scheme \(MPS\)](#), and this Guide has been approved by the SIC.

Formats other than online

All of the information listed is available on our website (unless stated), and completely free to access online. However, we understand that not everyone will have online access and where this is the case you can contact us to view this in our office (where this would be convenient).

If you would like a printed copy of any of the information listed, unfortunately we may have to charge a small fee to provide this. This fee will never exceed the cost of photocopying and postage – and we will let you know any total cost before we forward this to you.

Our charges for providing any information detailed in this guide are summarised below:

| Format | Charge |
|--------------------------|--------------------------|
| Online | Free |
| View at our office | Free |
| Print in black and white | 10p per A4 sheet |
| Print in colour | 20p per A4 sheet |
| CD Rom | 50p per cd rom |
| Posted document/CD Rom | Cost of postage incurred |

If you would like to request information that we publish in a format other than online, or arrange a visit to our office to view information, please contact:

Liz Cumming, Office Manager – 0141 771 2228 – Lcumming@lochfield.co.uk

Charges for information which is not available under the scheme

If you submit a request to us for information which is not available in this Guide the charges will be based on the following calculations:

General information requests

- There will be no charge for information requests which cost us £ 100 or less to process
- Where information costs between £ 100 and £ 600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that costs us £600 to provide, you would be asked to pay £ 50 calculated on the basis of a waiver of the first £ 100 and 10% of the remaining £ 500.
- We are not obliged to respond to requests which will cost us over £ 600 to process.

- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £ 15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges for Environmental Information

Environmental Information is provided under the EIRs rather than FOISA. The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you e.g. photocopying and postage. If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

Charges are calculated based on the actual cost to Lochfield Park Housing Association of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 20p per A4 sheet for colour copying.
- Postage is charged at actual rate for Royal Mail First Class
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £ 100 worth of information will be provided to you without charge.

Where information costs between £ 100 and £ 600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that costs us £600 to provide, you would be asked to pay £ 50 calculated on the basis of a waiver of the first £ 100 and 10% of the remaining £ 500.

Where it would cost more than £ 600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

Information that we cannot publish

Whilst we will try to make all of the information we have detailed available, in rare cases there may be some information that we cannot make available. For example, sometimes if we were to publish certain committee minutes, it could reveal personal details about an individual. This would be a breach of Data Protection legislation if we were to do so. When this is the case, we will remove any personal details before publication and highlight where and why we have done so.

For how long will information be published?

We aim, where possible, to publish information for at least the current and previous two financial years. When we review any document – e.g. our policies – to avoid confusion we will only publish the current version once it has been updated.

Copyright and re-use

Where we hold the copyright on our published information, the information may be copied or reproduced without formal permission, provided that:

- It is copied accurately
- It is not used in a misleading context
- The source of the material is identified

Contact us

If you have any queries about anything contained within this Guide to Information, or if there is some information that you cannot find that you would like to access, please contact:

Lochfield Park Housing Association Ltd

37 Drumlanrig Avenue

Glasgow

G34 0JF

LCumming@lochfield.co.uk

0141 771 2228

The Information that we make available to you

Under the MPS, the information we provide must be listed under certain “classes” of information. These are the categories of information that are detailed below. As FOI applies to other bodies and sectors across Scotland – such as Scottish Government and Councils for example –this means that not all of the categories in the MPS apply to housing associations/co-operatives.¹

The details of all the information we hold under each of the classes that apply to our organisation, and hyperlinks to access this information when available online, are outlined below.

| Information | Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE] |
|--|--|
| Class 1 - About [INSERT ORGANISATION NAME] | |
| <i>Information about [INSERT ORGANISATION NAME], who we are, where to find us, how to contact us, how we are managed and our external relations.</i> | |
| Descriptions of who we are | |
| Mission Statement | About Us |
| Vision | About Us |
| Values | Business Plan |
| Corporate Objectives | Business Plan |
| Area(s) of operation | Our Stock |
| Key activities; strategic/corporate plan(s) | Business Plan |
| Business Plan (or summary) | Business Plan |
| Location and opening arrangements | |
| Address | Contact Us |
| Telephone number and e-mail address for general enquiries (and dedicated lines where appropriate) | Contact Us |
| opening times | Contact Us |
| General contact arrangements | Contact Us |
| local/area office contact details | Contact Us |
| Contact details for making a complaint | Make A Complaint |
| Information relating to Freedom of Information | |
| Publication Scheme and Guide to Information | THIS DOCUMENT |
| Charging Schedule for Published Information | THIS DOCUMENT (See Page 2) |
| Contact details and advice on making an FOI request | Information Request |
| Freedom of Information policies and procedures | |

¹ In the MPS Class 8: Commercial Publications and Class 9: Our Open Data do not apply to RSLs.

| Information | Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE] |
|---|---|
| Charging Schedule for environmental information provided in response to requests made under EIRs | THIS DOCUMENT (Page 3) |
| About our Governing Body | |
| List of Governing Body Members <ul style="list-style-type: none"> • Names • when they became a governing body member • Professional biographical details • office-bearing responsibilities • when they became an office-bearer | Our Management Committee Association Rules (Page 10-17) |
| Description of the role of the Governing Body <ul style="list-style-type: none"> • governance structure chart (including sub-committees and working groups); • remits for governing body and any sub-committees | Standing Orders |
| How to become part of the governing body | Get Involved: Management Committee |
| About our staff | |
| List of senior management team, including professional biography and contact details | Our Staff |
| Organisational structure | Organisational Structure |
| Governance Documents and Corporate Policies | |
| Rules/Articles | Lochfield Park HA Rules |
| Standing Orders | Standing Order Remits |
| Membership Policy | Membership Policy |
| Code of Conduct for Staff | Code of Conduct for Staff |
| Code of Conduct for Governing Body Members | Code of Conduct for Governing Body Members |
| Entitlements Payments and Benefits Policy (or equivalent, including arrangements for payments for expenses and subsistence) | Entitlements, Payments & Benefits Policy |
| Register of Interests | Code of Conduct for Governing Body Members |
| Equalities Policy | Equality Strategy |
| Health and Safety Policy | EVH – Health and Safety |
| Relationship with Regulators | |
| Engagement plan with Scottish Housing Regulator | SHR Lochfield Park Engagement Plan |

| Information | Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE] |
|---|--|
| Assurance Statement | Annual Assurance Statement 2019 |
| Annual Return on Charter Submission to SHR | Return for the Charter 2018-19 |
| Financial Returns to SHR | Annual Accounts 31st March 2019 5 Year Financial Projections Annual Financial Statement Returns |
| Charter report to tenants | Return for the Charter 2018-19 |
| Internal and External Audit arrangements | |
| Key Partnerships | |
| Strategic agreements with other organisations | N/A |
| Class 2 – How we deliver our functions and services <i>Information about our work, our strategy and policies for delivering services and information for our service users.</i> | |
| How to use our services | |
| List of services provided | Lochfield Park HA |
| How to report a repair | Report a Repair |
| Right to Repair information | Right to Repair |
| How to apply for a house | Apply for a House |
| How to get information about tenancy support | Information Leaflets |
| How to make a complaint | Make A Complaint |
| How to speak to a housing officer | Contact Us |
| How we consult with tenants and other customers to inform and improve service delivery and develop new services | Tenant participation Business Plan |
| Policies and Procedures | |
| Allocations Policy | Allocations Policy |
| Adaptations Policy | Maintenance Policy |
| Anti-Social Behaviour Policy | Anti-Social Behaviour Policy |
| Asbestos Management Policy | Maintenance Policy |
| Arrears Management Policy | To follow |
| Asset Management Policy (including stock condition information) | Business Plan |

| Information | Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE] |
|---|---|
| Customer Care Policy | Customer Care Policy |
| Data Protection Policy | Data Protection Policy |
| Equality and Diversity Policy | Equality Strategy |
| Estate Management Policy | To Follow |
| Health and Safety Policy and procedures | EVH – Health and Safety |
| Legionnaires Inspection/Prevention Policy | Maintenance Policy |
| Procurement Policy | To Follow |
| Risk Management Policy | Risk Management Policy |
| Rent Setting Policy | Rent Setting Policy |
| Repairs Policy | Maintenance Policy |
| Tenant Engagement Policy | Tenant Participation Strategy |
| Tenancy Sustainment Policy | Tenant Participation Strategy |
| Class 3 – How we take decisions and what we have decided <i>Information about the decisions we take, how we make decisions and how we involve others.</i> | |
| Governing Body Meetings | |
| Governing body meeting minutes | Management Committee Meeting Minutes |
| Governing body meeting reports/papers | Management Committee Meeting Minutes |
| Governing body agendas | Management Committee Meeting Minutes |
| Consultation and Participation | |
| Tenant Participation Strategy | Tenant Participation Strategy |
| Consultation reports noting the outcome of any recent consultations with tenants/others | Tenant Satisfaction Survey |
| Class 4 – What we spend and how we spend it <i>Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).</i> | |
| Information about our accounts and budgets | |
| Description of funding sources | Funding Sources |
| Audited accounts | Annual Accounts 31st March 2019 |
| Budget policies and procedures | Financial Regulations and Procedures |
| Budget allocation to key service areas | Financial Regulations and Procedures |

| Information | Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE] |
|--|--|
| Our programme of work and projects | |
| Brief details of any project funding and how it's being spent | Annual Accounts 31st March 2019 |
| Capital works programme/plans information (annual programme figure) | Annual Accounts 31st March 2019 |
| Spending relating to Staff and Governing Body | |
| Expenses policies and procedures | Expenses Policy |
| Senior staff/governing body member expenses at category level e.g. travel, subsistence and accommodation | Staff and Committee Expenses |
| Board member remuneration other than expenses | Staff and Committee Expenses |
| Pay and grading structure (levels of pay rather than individual salaries) | To follow |
| General information about staff pension scheme | Annual Accounts 31st March 2019 pg. 29 - 32 |
| Class 5 – How we manage our resources Information about how we manage our human, physical and information resources | |
| Human resources | |
| Strategy and management of human resources | Terms & Conditions of Employment |
| Staffing structure | Organisational Structure |
| Human resources policies, covering: <ul style="list-style-type: none"> • recruitment • performance management • salary and grading • promotion • pensions • discipline • grievance • staff development • Maintenance and retention of staff records | Terms & Conditions of Employment |
| Trade Union information | Unite Union |

| Information | Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE] |
|---|---|
| Summary of professional organisations/trade bodies of which we are a member | List of Contractors and Memberships |
| Physical Resources | |
| Management of our land and property assets, including environmental/sustainability reports | Environmental Works Programme |
| General description of our land and property holdings | Our Stock |
| Estate development plans | Future Development |
| Information Resources | |
| Records management policy and records management plan, including records retention schedule | Data Retention Periods |
| Data protection or privacy policy | Data Protection Policy |
| Class 6 - How we procure goods and services from external providers Information about how we procure works, goods and services, and our contracts with external providers. | |
| Our Contractors and suppliers | |
| Information about our key service delivery contractors who carry out: <ul style="list-style-type: none"> • responsive repairs • landscape maintenance • planned/cyclical maintenance | List of Contractors and Memberships |
| List of suppliers and contractors used by organisation (provided to staff under our Entitlements Payments and Benefits Policy) | List of Contractors and Memberships |
| Information about regulated procurement contracts awarded (value, scope, duration) | Procurement Scotland |
| Our Procurement | |
| Procurement Policy and procedures | To Follow |
| Information on how to tender for work and invitations to tender | Procurement Scotland |

| Information | Where to access [INSERT HYPERLINKS BELOW TO DOCUMENTS/RELEVANT SECTIONS OF WEBSITE AS APPROPRIATE] |
|--|--|
| Register of contracts awarded which have gone through formal tendering, including name of supplier, period of contract and value | Procurement Scotland |
| Links to procurement information we publish on Public Contracts Scotland website | Procurement Scotland |
| Framework Agreements | Procurement Scotland |
| Class 7 – How we are performing Information about how we perform as an organisation, and how well we deliver our functions and services | |
| Annual Report | Annual Reports |
| ARC report to tenants | ARC Reports |
| Performance Standards/indicators | ARC Reports |
| Benchmarking information | ARC Reports |
| Complaints policy, guidance and forms | Complaints Policy Complaints Form |
| Complaints reports or equivalent to show how complaints are handled and influence service delivery (aggregate reports rather than individual outcomes). | ARC Reports |
| Class 8 – Our commercial publications <i>Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal</i> | |
| This class does not apply to Lochfield Park Housing Association Ltd as we do not produce any publications for sale. | Not applicable |
| Class 9 – Our open data Open data made available by us under the Scottish Government's Open Data Resource Pack and available under open licence. | |
| This class does not apply to Lochfield Park Housing Association Ltd | Not applicable |